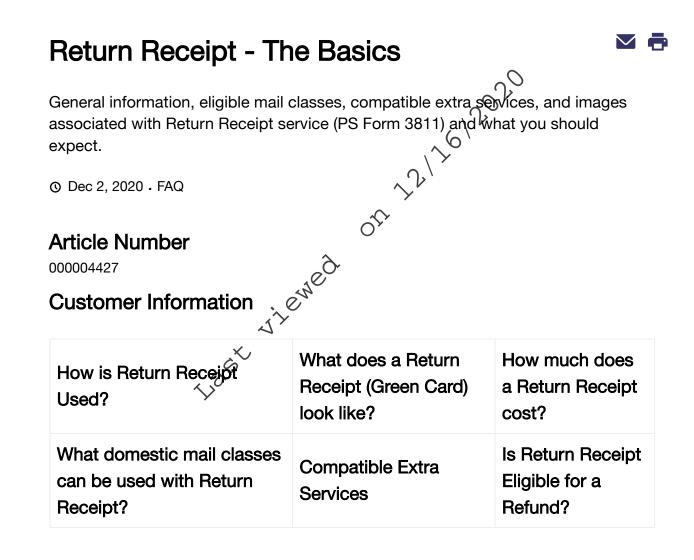


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General Information

How is Return Receipt Used?

Return Receipt provides the sender with proof of delivery (the recipient's signature along with information about the delivery address, if different, and date of and time of delivery).

• A Return Receipt may be purchased at the time of mailing. A mailer can no longer purchase a Return Receipt After Mailing, but can request information from the delivery record if the

previously purchased Return Receipt did not arrive.

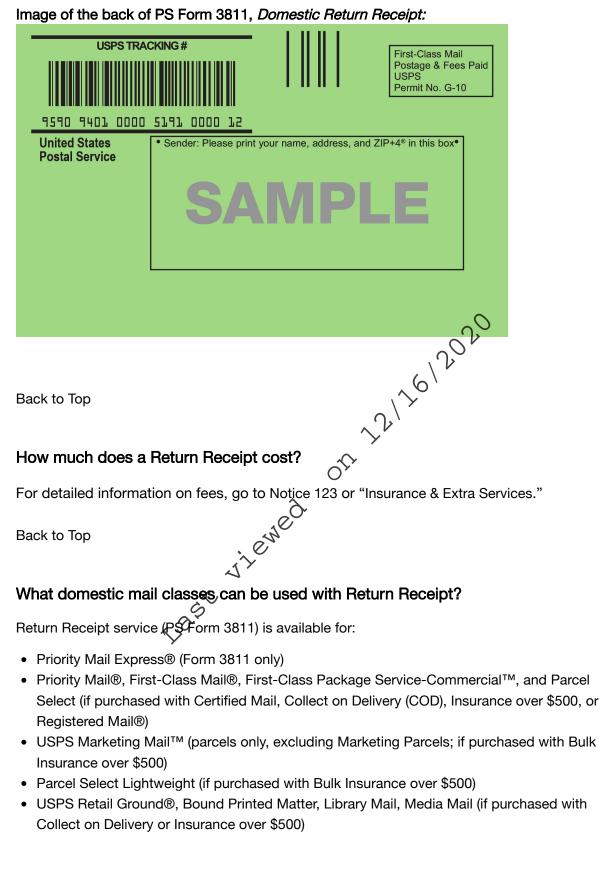
- A mailer purchasing return receipt service may choose to receive the return receipt by mail (by use of PS Form 3811) or email (by Electronic Return Receipt?).
- Proof of delivery includes the following information:
 - Date of Delivery.
 - Signature of Recipient (or Recipient's Authorized Agent).
 - Information about the recipient's actual delivery address, if different.
 - If provided by email, the Return Receipt includes a link to the USPS Tracking® prepopulated with tracking/delivery information on the mail item.
- If the correct fees, postage, and form are affixed, a mailpiece with Return Receipt may be mailed from the home, office, or dropped in a Collection Box® receptacle. Aviation Mail Security restrictions apply.
- PS Form 3811, Domestic Return Receipt, includes a barcode and Related Tracking Number for tracking of the proof of delivery as it is being sent to the mailer after delivery of the mailpiece.

What does a Return Receipt (Green Card) look (ike? The hardcopy PS Form 3811, *Domestic Return* C approved copy includes a here track the return The hardcopy PS Form 3811, *Domestic Return Receipt* (seen below), or any USPSapproved copy includes a barcode with a Tracking Number. This Tracking Number is not to track the mailpiece sent by the mailer. Entering this Related Tracking Number into USPS Tracking provides tracking information on the hardcopy Return Receipt itself as it is being mailed to the original mailer who requested this service.

NOTE: A Return Receipt cannot be viewed online.

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SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
 Complete items 1, 2, and 3. Print your name and address on the reverse so that we can return the card to you. Attach this card to the back of the mailpiece, or on the front if space permits. 	A. Signature A. Gent Agent Addressee B. Received by (Printed Name) C. Date of Delivery
1. Article Addressed to:	D. Is delivery address different from item 1? If YES, enter delivery address below: No PLEE
9590 9401 0000 5191 0000 12 2. Article Number (Transfer from service label)	3. Service Type □ Adult Signature □ Priority Mail Express® □ Adult Signature Restricted Delivery □ Registered Mail™ □ Certified Mail Restricted Delivery □ Registered Mail □ Collect on Delivery □ Signature Confirmation™ □ Collect on Delivery Restricted Delivery □ Signature Confirmation™ □ Insured Mail □ Restricted Delivery □ Insured Mail □ Restricted Delivery
PS Form 3811, July 2020 PSN 7530-02-000-9053	Domestic Return Receipt

Image of the front of PS Form 3811, Domestic Return Receipt:



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The following extra services can be combined with Return Receipt service (PS Form 3811)

- Certified Mail
- Certified Mail Restricted Delivery
- Certified Mail Adult Signature Required
- Certified Mail Adult Signature Restricted Delivery
- Restricted Delivery
- Collect on Delivery
- Collect on Delivery Restricted Delivery
- Registered Mail
- Registered Mail Restricted Delivery
- USPS Tracking
- Signature Confirmation Restricted Delivery (Form 3811 only)
- Signature Confirmation (Form 3811 only)
- Insurance (when insured for more than \$500, Form 3811 only)
- Special Handling-Fragile (Priority Mail, First-Class Mail®, First Class Mail Package Service-Commercial[™], USPS Retail Ground[®], Parcel Select, Bound Printed Matter, Library Mail, and Media Mail)
- Adult Signature Requested (Form 3811 only)
- Adult Signature Restricted Delivery (Form 3811 only) (Priority, Mail Express and Priority Mail only

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Is Return Receipt Eligible for a Refund? ene

It may be eligible under certain conditions.

Mailers can use USPS Tracking® to check the status of the delivery record after delivery of a mailpiece with a hardcopy Return Receipt.

Return Receipt fees are refunded only if the USPS® fails to provide the recipient's signature (if not otherwise refused, unclaimed, or returned to sender). Visit www.usps.com/help or your origin Post Office™ to request a refund, not less than 10 days, or more than 60 days from the date of mailing. If you have purchased a Return Receipt at a retail Post Office™ location and have not received the return receipt (or receive an incomplete receipt), you may request a refund or replacement record either:

- After 21 calendar days from date of mailing.
- Any time after you know the item has been delivered.

The applicable fee is not charged at retail if the sender can produce their receipt showing the return receipt fee was paid.

If you have purchased an electronic Return Receipt and have not received your electronic return receipt via email within 3-5 days of your request, we suggest you visit USPS.com® and check the delivery status of your item.

 If you discover that your item has been delivered, we suggest that you check your email or junk folder. Occasionally email that is not junk will be sent to the folder if it does not meet your criteria for acceptable email.

• As a final alternative, we suggest that you request your electronic Return Receipt again. To do this, enter the tracking number in USPS Tracking®, select "Return Receipt Electronic" under "Available Actions", and provide your email address.

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